ASPIRE Supplier Manual

A ‘how to’ guide for primary care to:

- Register as a new supplier
- Update existing supplier details

Multiple practices version

Contents

Important information about your supplier registration

You **must be registered as a supplier** in the WA Primary Health Alliance (WAPHA) ASPIRE portal for grant and program payments.

This document details the steps required to complete:

- new supplier registrations with WAPHA. Please read the notes below before you begin registering your practice/site as a supplier.
- Updating existing supplier details.

Please follow this manual if you are registering as a supplier for MULTIPLE practices.

It should take approximately five minutes to complete the registration for one practice/site.

If you are registering for **ONE practice**, please refer to the Registering as a Supplier for a Single Practice Manual on the Practice Assist website.

What you need to complete your registration

Having the following information at hand will help you register your practice/site as a supplier:

- Register your practice as a supplier email and link
- ABN (Australian Business Number)
- Organisation full legal name
- Tax organisation type: Corporate, Trust, Partnership, etc.
- ACN (Australian Company Number) (If Applicable)
- Bank Account details: BSB, Account, Account Name
- Address of practice (multiple if you have many)

Recipient Created Tax Invoice (RCTI) Agreement

An RCTI agreement will expedite the payment of invoices for grants and program funding via WA Primary Health Alliance (WAPHA). This system relies on WAPHA issuing a tax invoice on behalf of a supplier.

However, this can only be done under GST legislation if there is an RCTI agreement between the supplier and the recipient.

The key benefit of entering an RCTI agreement with WAPHA is expediting the payment of your grant or program funding.

You, or your enterprise, must be registered for GST to enter the RCTI agreement.

To enter this agreement, review the Written Agreement below and select yes as part of Step 2 during the registration process.

WRITTEN AGREEMENT

The recipient and the supplier declare that this agreement relates to the above supplies. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered. Acceptance of this recipient created tax invoice (RCTI) constitutes acceptance of the terms of this written agreement. Both parties to this supply agree that they are parties to an RCTI agreement. The supplier must notify the recipient within 21 days of receiving this document if the supplier does not wish to accept the proposed agreement.

<u>Notice about the collection, storage, and use of your private information</u>
The information you provide will be used to maintain contact with you throughout the Program. WAPHA uses an encrypted / secure process to capture and store all data captured through ASPIRE.

To find out more about how we use, and store, information please view our [Privacy Policy].

<u>Need further help?</u>
Please refer to the FAQ (Frequently Asked Questions) at the end of this document for further details.

If you have any queries, please contact the grant or program teams who can assist you. Alternatively, you can email practiceassist@wapha.org.au or call on **1800 2 ASSIST (1800 2 277 478).**

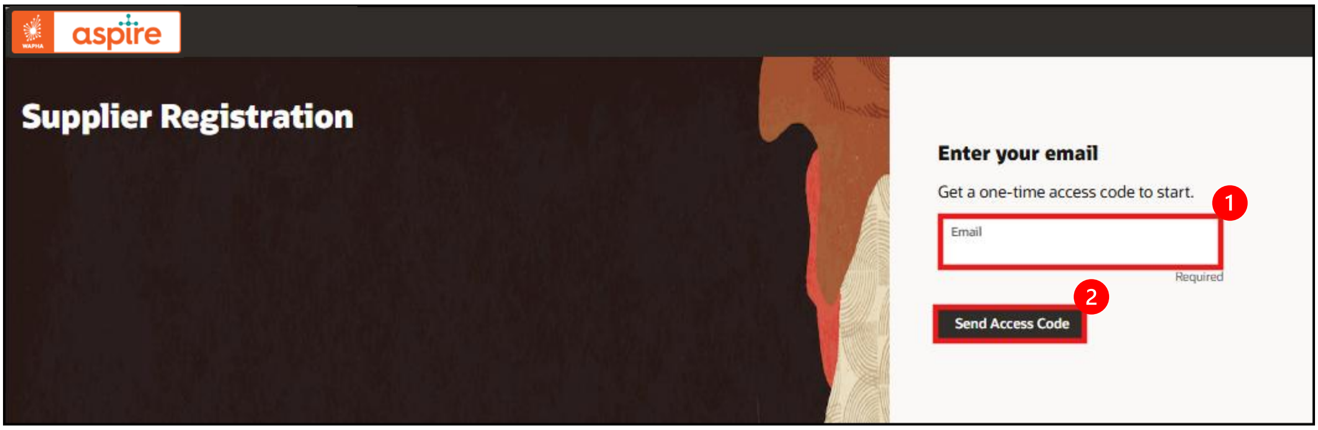
Supplier Registration Process

The supplier registration process consists of four sections:

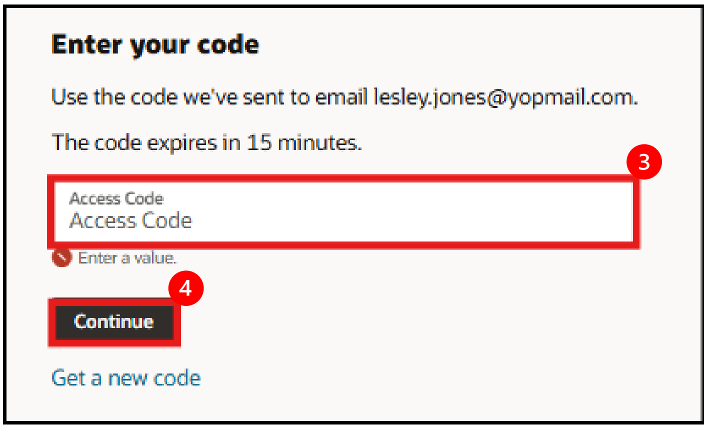
- Company Details
- Contacts
- Addresses
- Bank Accounts

1. Login

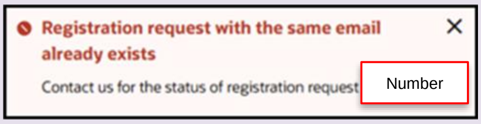
1. Enter your **practice/site email address**.
2. Click **Send Access Code** (an access code will be sent to the email entered).



3. Copy and paste the **access code**.
4. Click **Continue.**



*Note: If you receive a Pop-Up message “Registration request with the same email already exisits” please go to ‘‘**Updating Existing Supplier Details**’ section to reset supplier detail.*

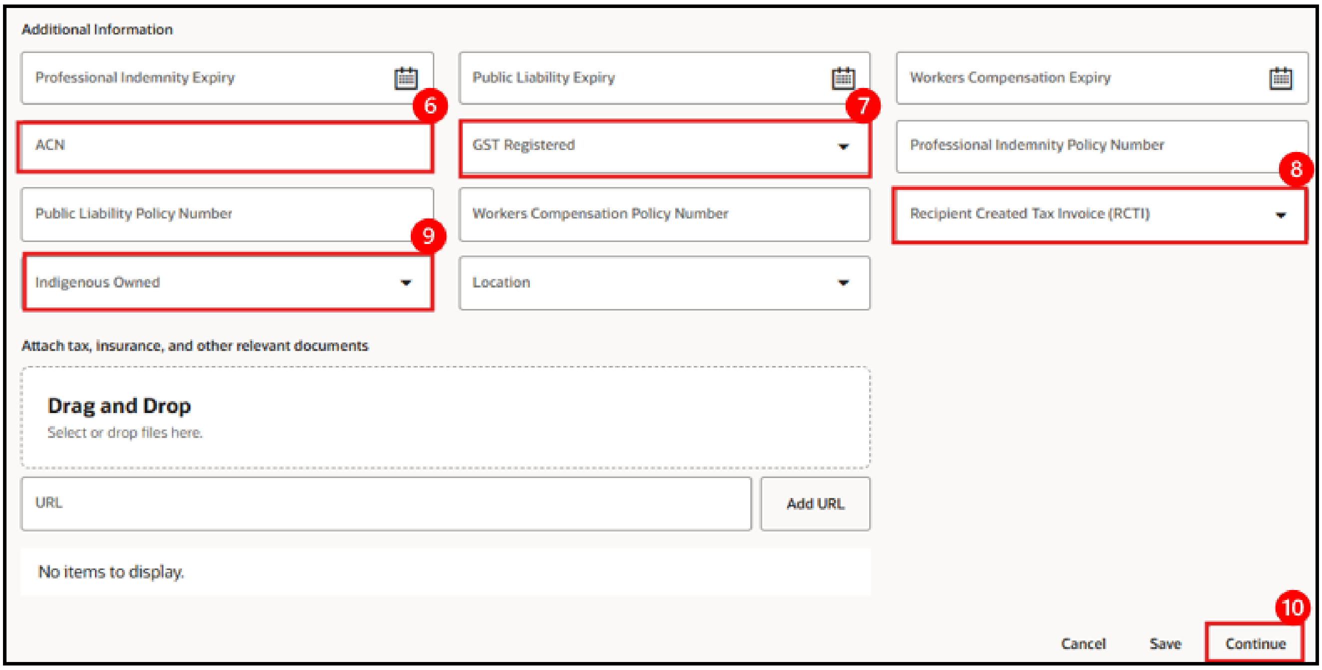


2. Company details

Provide details about your General Practice or Pharmacy. All required fields must be completed.

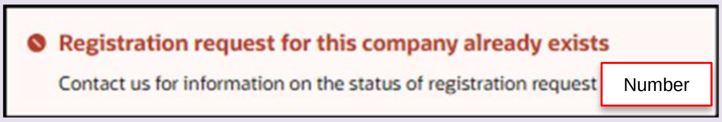
1. **Company Name** - Enter the legal entity name.
2. **Country** - Select Australia.
3. **ABN (Australian Business Number)** - Enter 11 numerical characters (no spaces).
4. **Tax Organization Type** - Select the relevant type.
5. **Supplier Type** - Select **General Practice** or **Operational Supplier** (for Pharmacy).

6. **ACN (Australian Company Number)** (if applicable).
7. **GST Registered** – Select **Yes** or **No**.
8. **RCTI (Recipient Created Tax Invoice)** – Select **Yes** or **No**, **refer to [RCTI Agreement] for more information about RCTIs*
9. **Indigenous Owned** – Select **Yes** or **No**.
10. Click **Continue.**

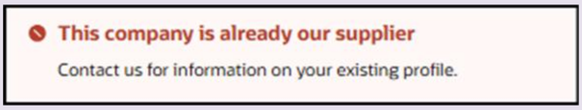


Note: You can provide current insurance expiry dates in the additional information section (optional)

Note: If you receive a Pop-Up message "Registration request for this company already exists" please go to 'Updating Existing Supplier Details' section to reset supplier detail.



Note: If you receive a Pop- Up message " This company is already our supplier" please go 'Updating Existing Supplier Details' section to reset supplier detail.



3. Contacts

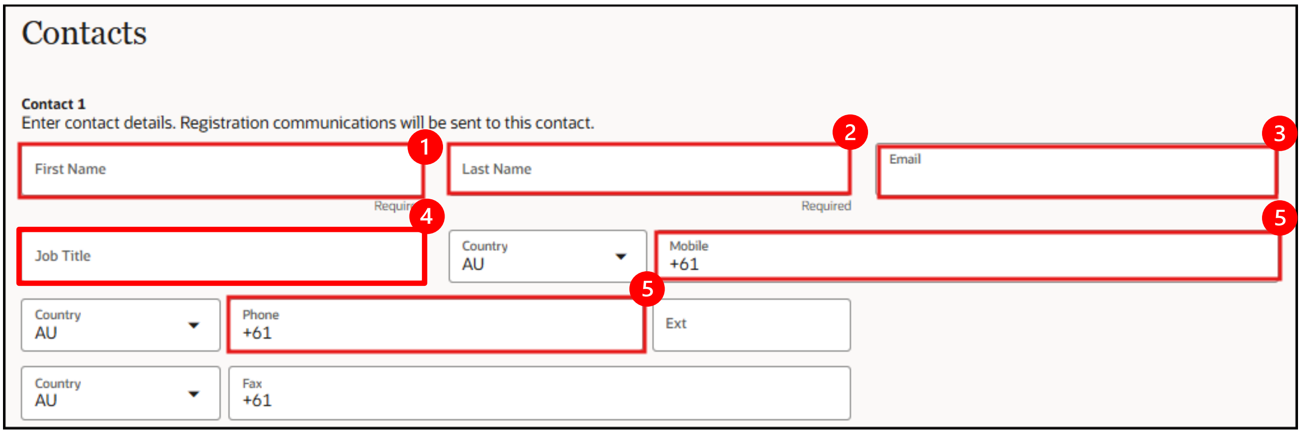
3.1 Authorised Practice Representative Contact

Enter details of the authorised representative, who must be a:

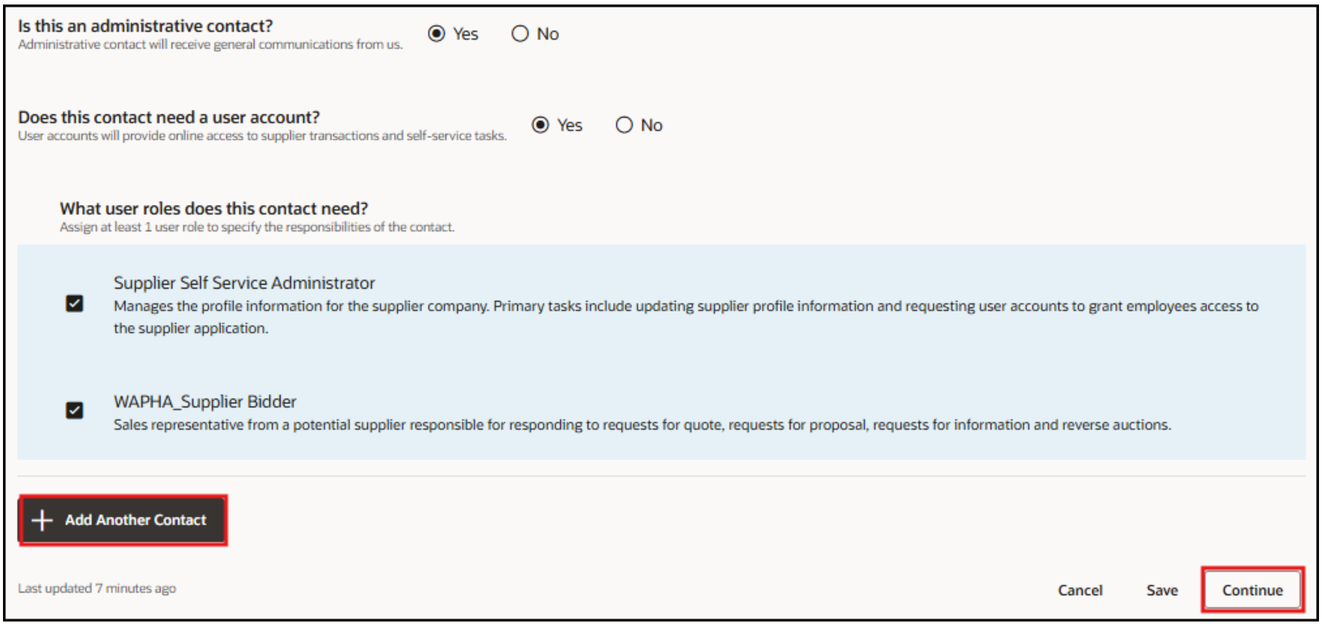
- Practice Manager
- Practice Principal
- General Practitioner (owner)
- Pharmacist (Proprietor/Owner)

Required fields:

1. First Name
2. Last Name
3. Email Address
4. Job Title
5. Phone or Mobile



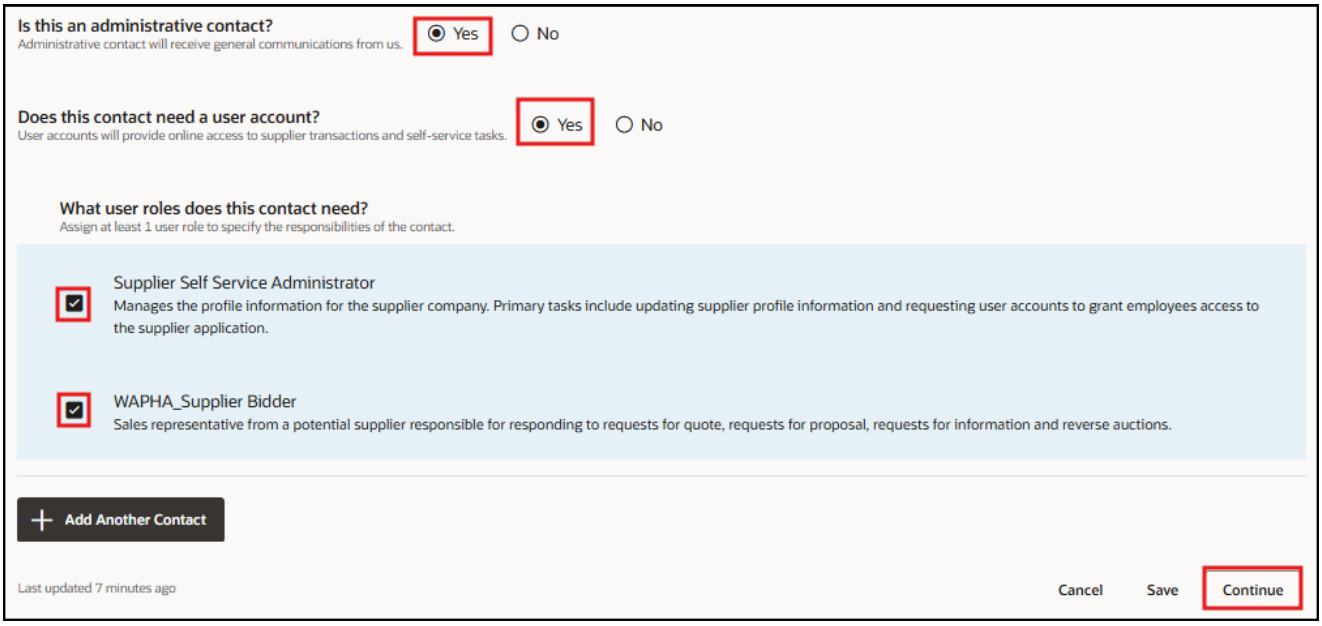
Click **Continue**. If needed, click **(+ Add Another Contact)** to add more representatives.



3.2 Add Another Authorised Practice Representative Contact

Enter the same details as above.

- **Administrative Contact** – Select **Yes** if this person should receive registration notifications.
- **User Account Needed?** – Select **Yes** if the contact needs a user account to manage your organisation's profile and / or submit responses to WAPHA requests.
- **User Role** – Select the required role.



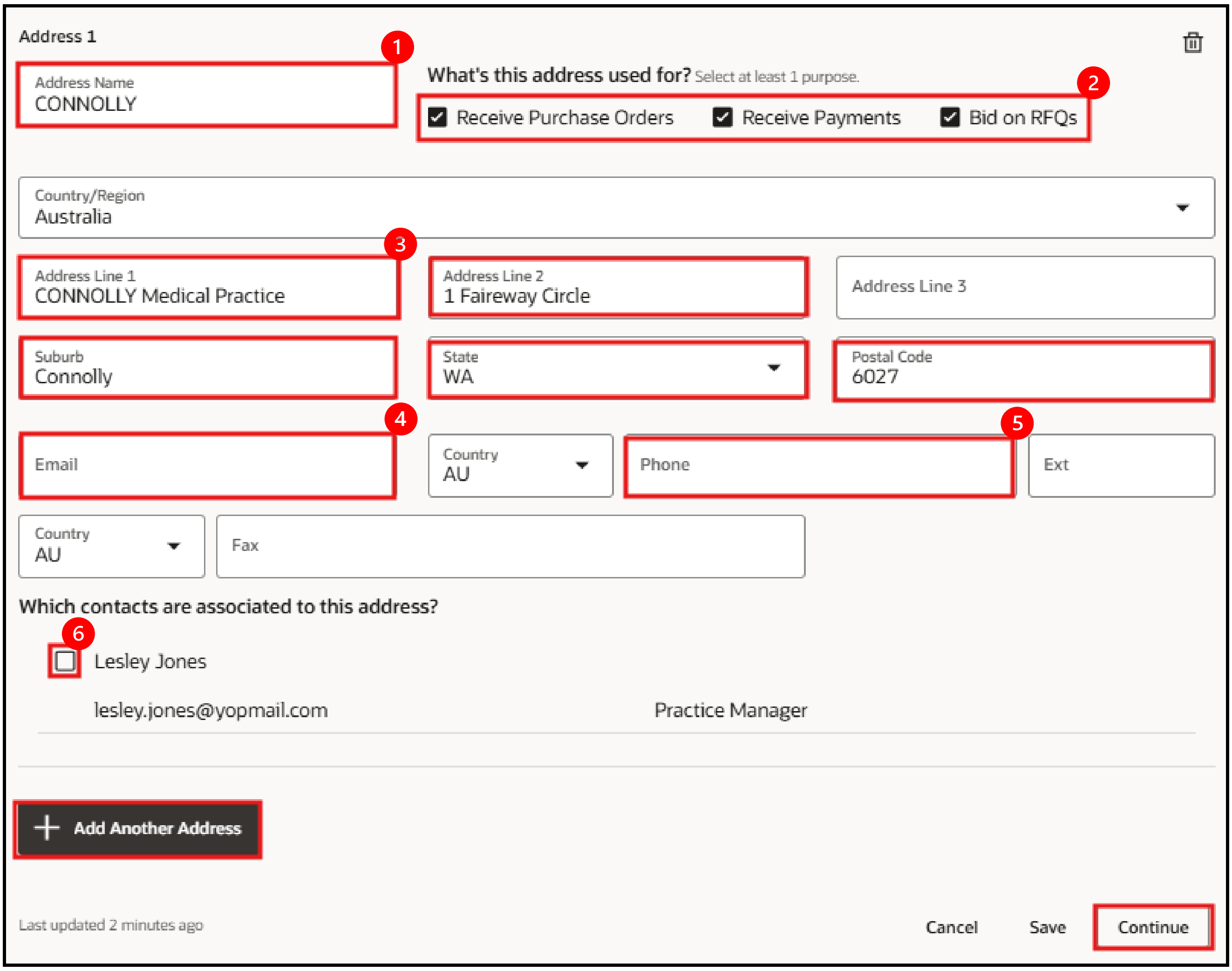
- Click **Continue.**

***Important**: Ensure each authorised contact has a phone or mobile number in case WAPHA needs to contact them.*

4. Address

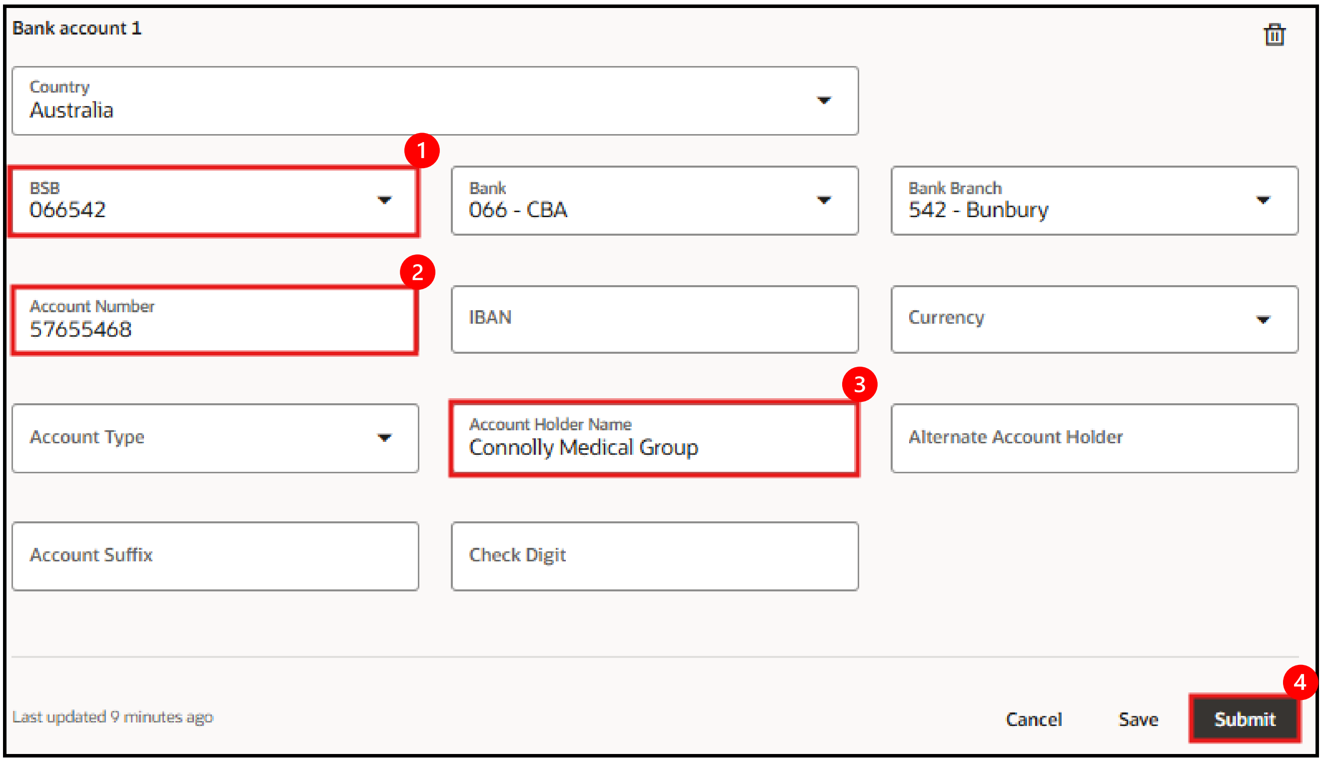
1. **Address Name** – Enter a unique identifier (e.g., suburb name or "Head Office").
2. **What's this Address used for?** '*Tick all three address purposes to set your registration for all types of future funding opportunities (non-competitive vs competitive)*'
   - Receive Purchase Orders
   - Receive Payments
   - Bid on RFQs
3. **Address Details:**
   - Address Line 1 - Enter organisation name
   - Address Line 2- Enter organisation address
   - Suburb
   - State
   - Postal Code
4. Email - Enter organisation email address
5. Phone - Enter organisation phone number
6. **Associated Contacts** - Tick the authorised representative linked to this address.

If needed, click **(+ Add Another Address)** to add more addresses and repeat the above steps and click **Continue.**



5. Bank account

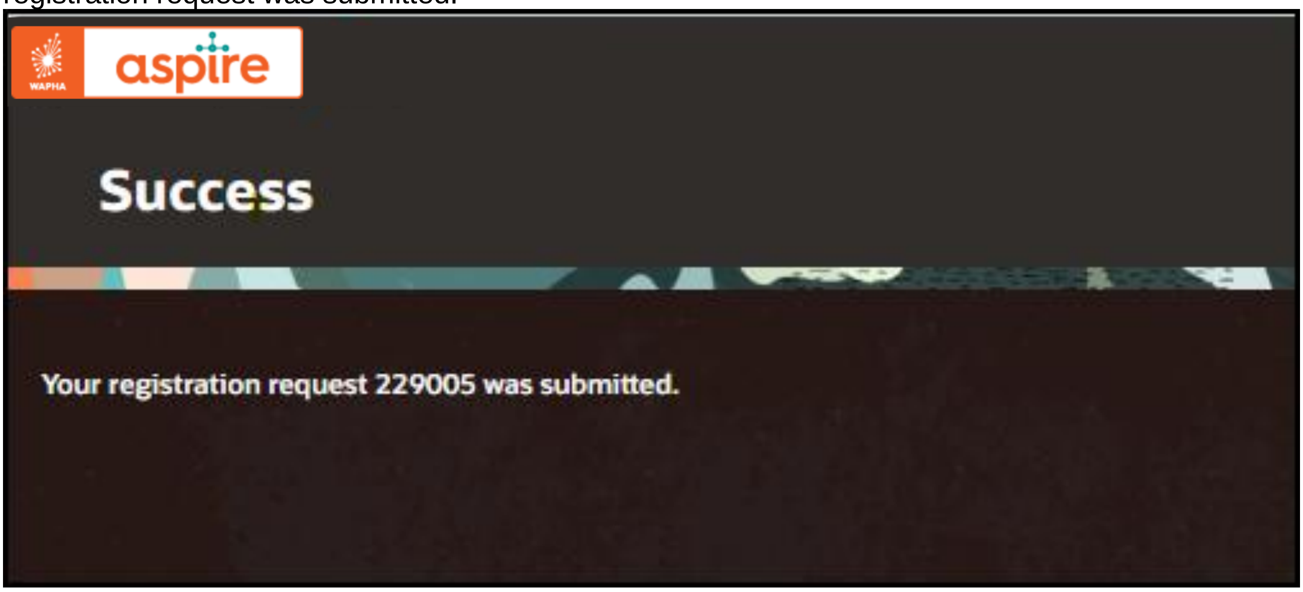
1. **BSB** - Type in your BSB and select from the dropdown.
2. **Account Number** - Enter with no spaces.
3. **Account Holder Name -** Enter as per bank records.
4. Click **Submit**



- *Note: You will be responsible in updating bank accounts if they change via your supplier portal, go to* ***'Updating Existing Supplier Details'*** *section to reset supplier details*
- *Note: you can only enter one bank account per organisation.*
- *Note: Only fields populated in the screenshot above need to be entered.*
- *Note: Please exclude/ignore IBAN and currency fields*

6. Registration Confirmation

After clicking the **'Submit'** button a confirmation message will be displayed stating that your registration request was submitted.



7. Post registration notifications

Once you submit your application in ASPIRE it will be reviewed and verified by an administrator. If any critical fields or information is missing, you may be contacted.

Following your approval as a supplier in our system, you will receive important notifications from ASPIRE to your registered mailbox from the following email address: evjf.fa.sender@workflow.mail.ap1.cloud.oracle.com.

Note: Please check your spam folder in case you do not receive these emails

Below are examples of the email notifications you should expect to receive.

Notification of supplier registration approval

This email will be sent to you/an authorised representative confirming a registration request has been approved (see below screenshot). No action is required - this is just a notification.

From: evjf-test.fa.sender@workflow.mail.ap1.cloud.oracle.com
Sent: Tuesday, 21 March 2023 10:22 AM
To: [redacted]
Subject: Supplier Registration Request 13001 Was Approved

Your registration request to be a supplier for Western Australia Primary Health Alliance (WAPHA AU BU) was approved.

Registration Request Details

Registration Request	13001
Request Date	mm/dd/yyyy
Requested By	Your Contact Name
Company	GP Practice Name

Login to Supplier Portal

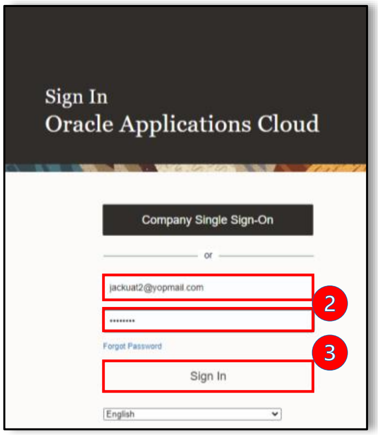
1. Login

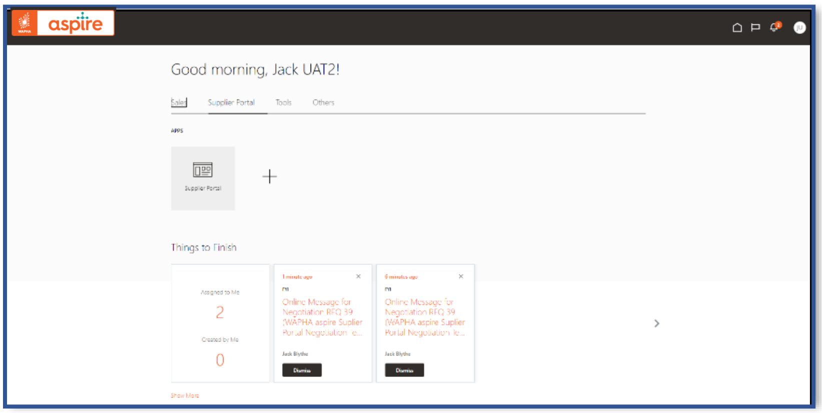
When your account is created you will receive a link to reset your password.

Once you have reset your password you can then login.

1. Click on the following link to the aspire login page Aspire
2. Enter your email address and the password you just created
3. Click on **Sign In**

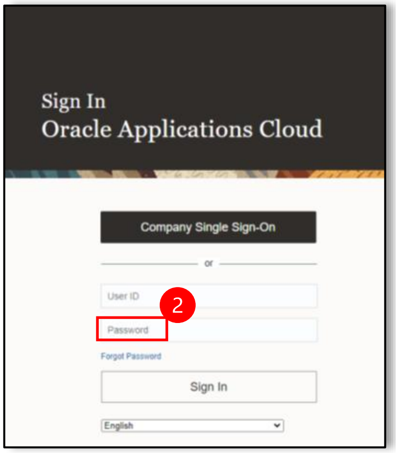
The aspire homepage boxed in blue below will open and you are logged in.

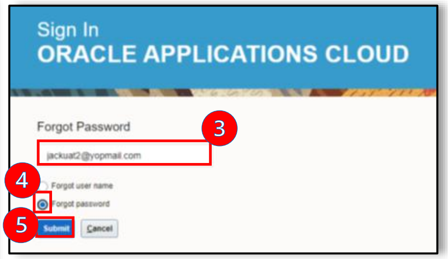


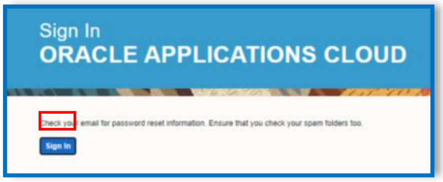


2. Resetting password

1. Click on the following link to the aspire login page [Aspire](#) 1
2. Click on **Forgot Password**
3. Enter your email address
4. Select **Forgot Password**
5. Click on **Submit**



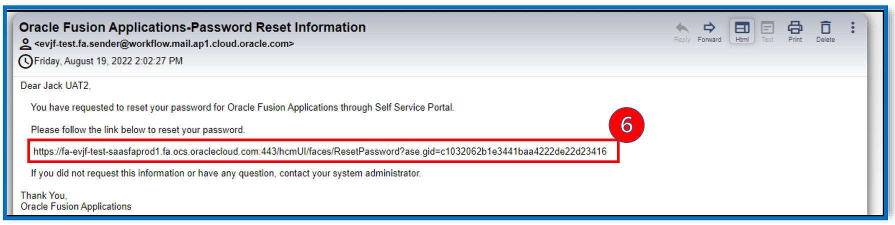




The notification boxed in blue will appear. Clicking on **Sign In** will take you back to the aspire login page.

You will receive an email like the below boxed in blue. It is likely to look very different in appearance depending on what email system you use however the wording and information should be identical.

6. Click on the link below <Please follow the link below to reset your password>



Oracle Fusion Applications-Password Reset Information
<evjf-test.fa.sender@workflow.mail.ap1.cloud.oracle.com>
Friday, August 19, 2022 2:02:27 PM

Dear Jack UAT2,

You have requested to reset your password for Oracle Fusion Applications through Self Service Portal.

Please follow the link below to reset your password.

https://fa-evjf-test-saasfaprod1.fa.ocs.oraclecloud.com:443/hcmUI/faces/ResetPassword?ase.gid=c1032062b1e3441baa4222de22d23416

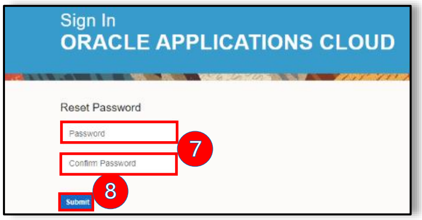
6

If you did not request this information or have any question, contact your system administrator.

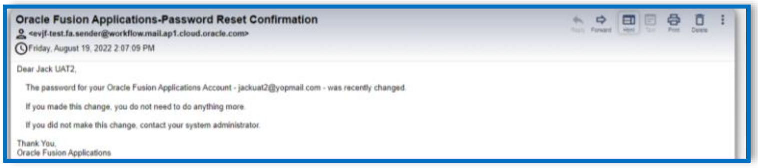
Thank You,
Oracle Fusion Applications

The Reset Password page will open.

7. Enter your new password
8. Click **Submit**



You will receive an email confirming that you have reset your password as boxed in blue below



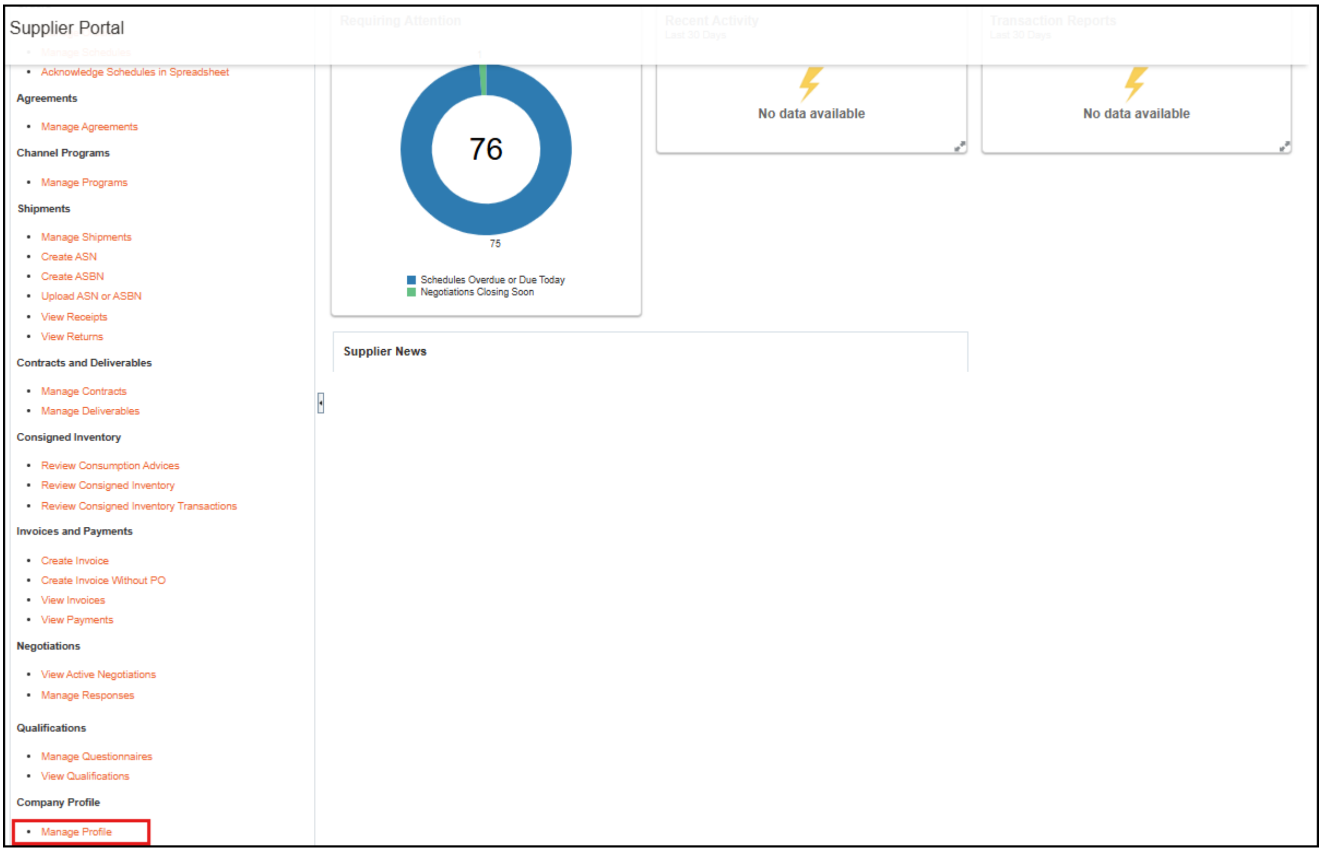
Note: If the link has expired, you will land at the above page. You can recover your access to ASPIRE by using the 'Forgot Password' Functionality

Updating Existing Supplier Details

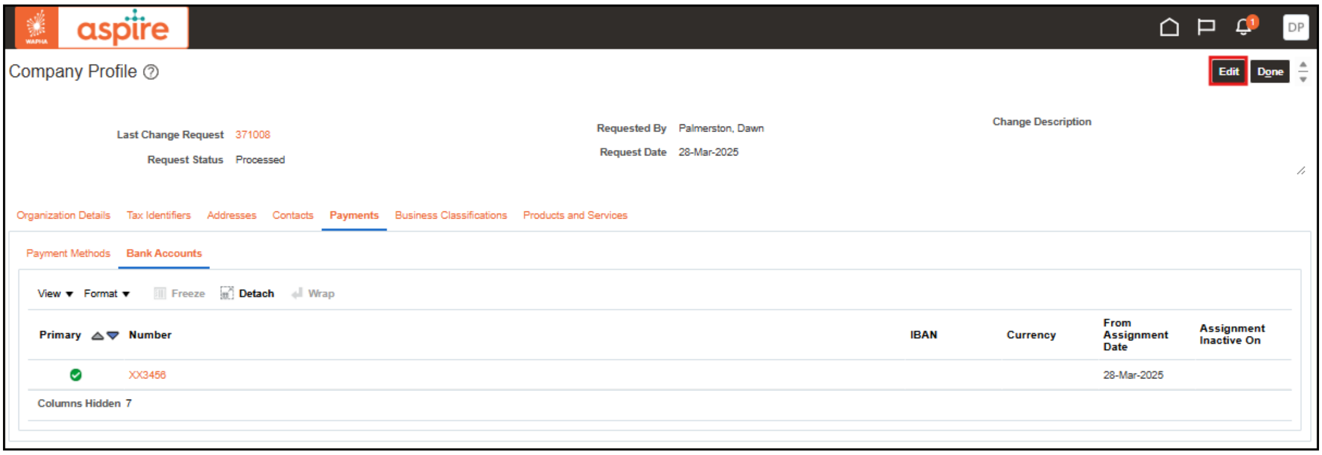
1. Review and Update Bank Account details

1. Log in to the [Aspire Portal]
2. Click on Supplier Portal tile

3. Under Company Profile, click **Manage Profile**



4. Click **Edit** button



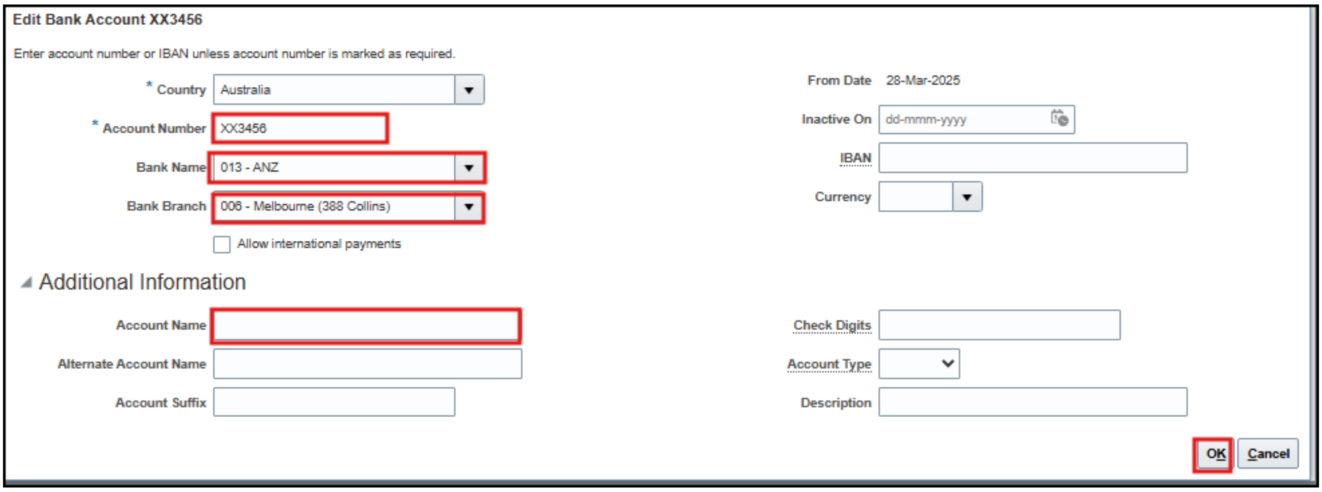
5. Click **Payments tab** and click on **Bank Accounts**

6. Click Yes on Warning pop up

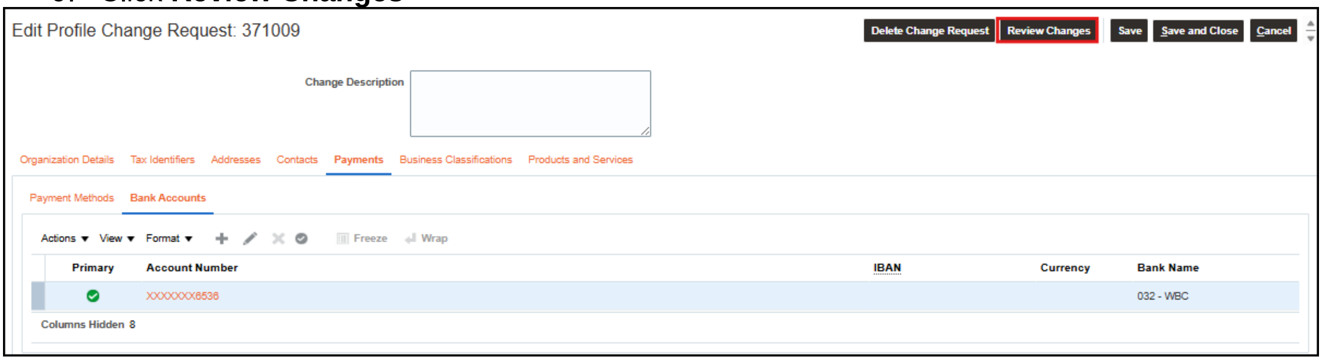
7. Click **pencil** icon to edit bank account details

8. Enter updated details
   - Account number
   - Bank Name
   - Bank Branch
   - Account Name

Click **OK**



9. Click **Review Changes**

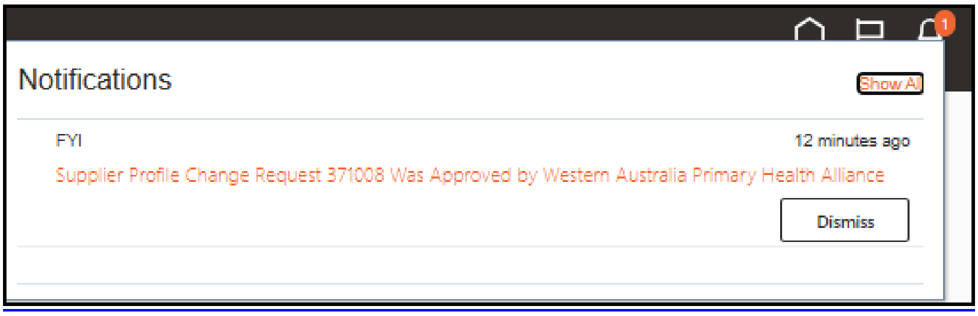


10. Click **Submit**

11. Click Ok

12. Click **Done**

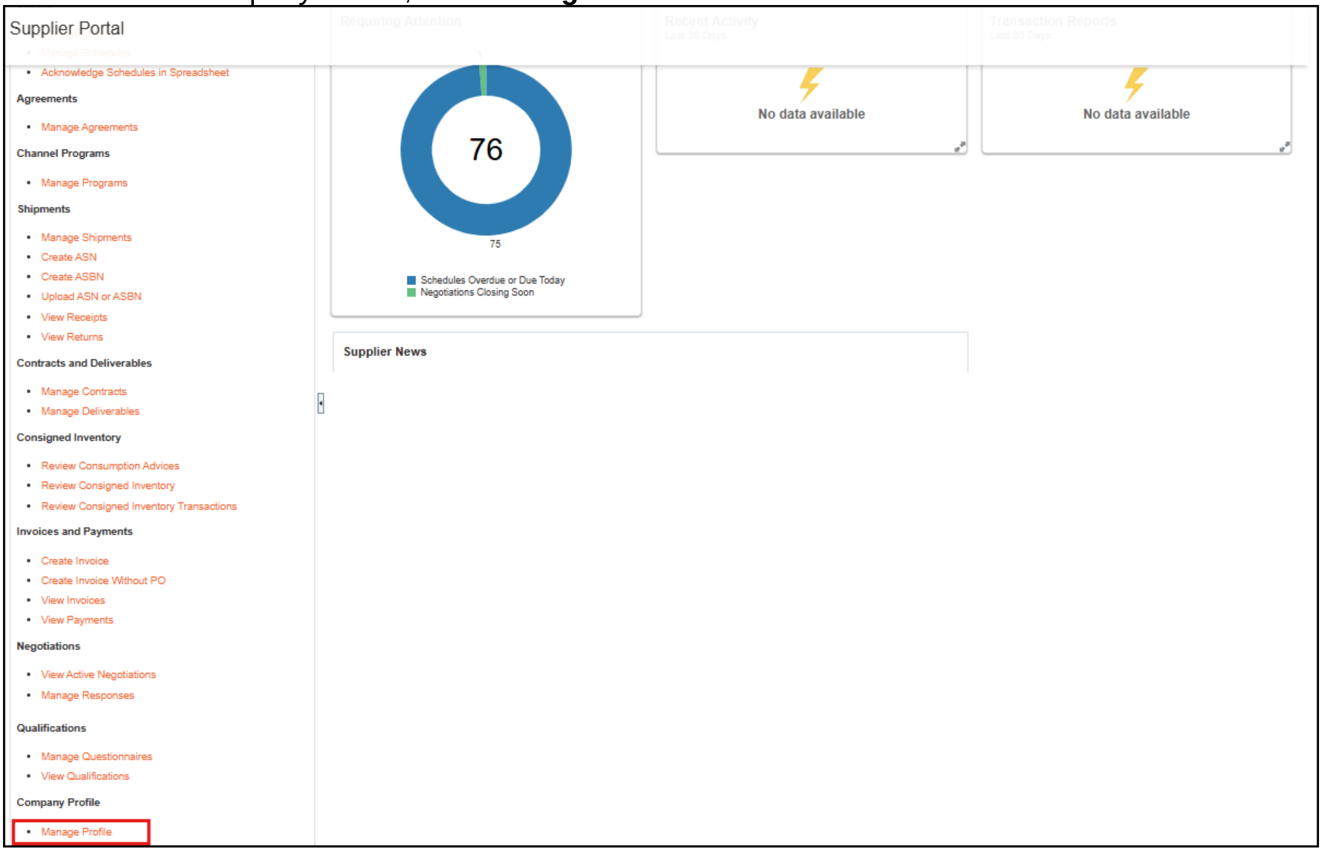
You change request will be reviewed and verified by a WAPHA administrator. A notification will be sent on the portal once approved.



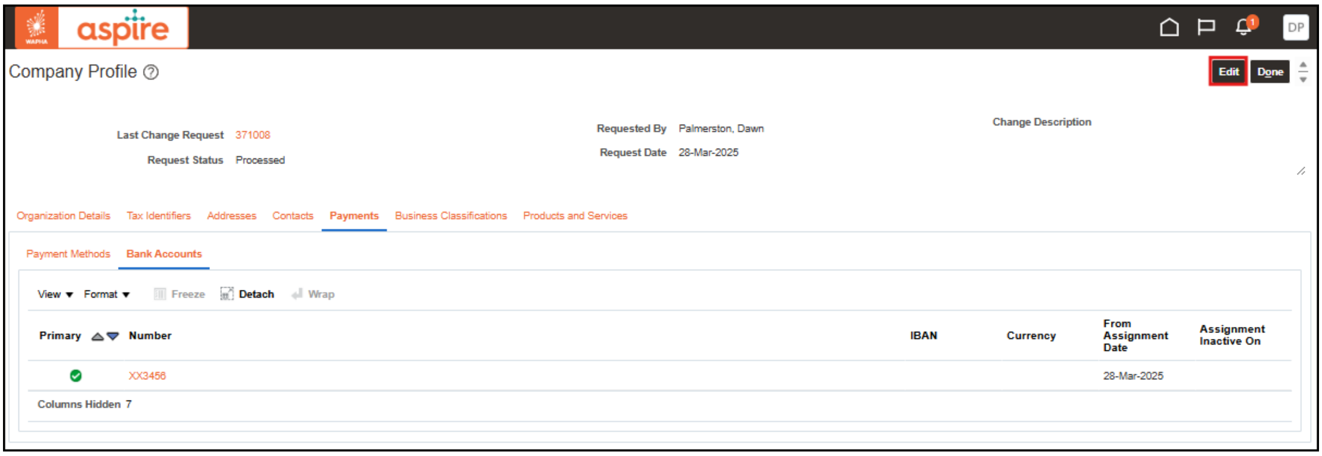
2. Update Company details (Addresses, Contacts)

1. Log in to the Aspire Portal
2. Click on Supplier Portal tile

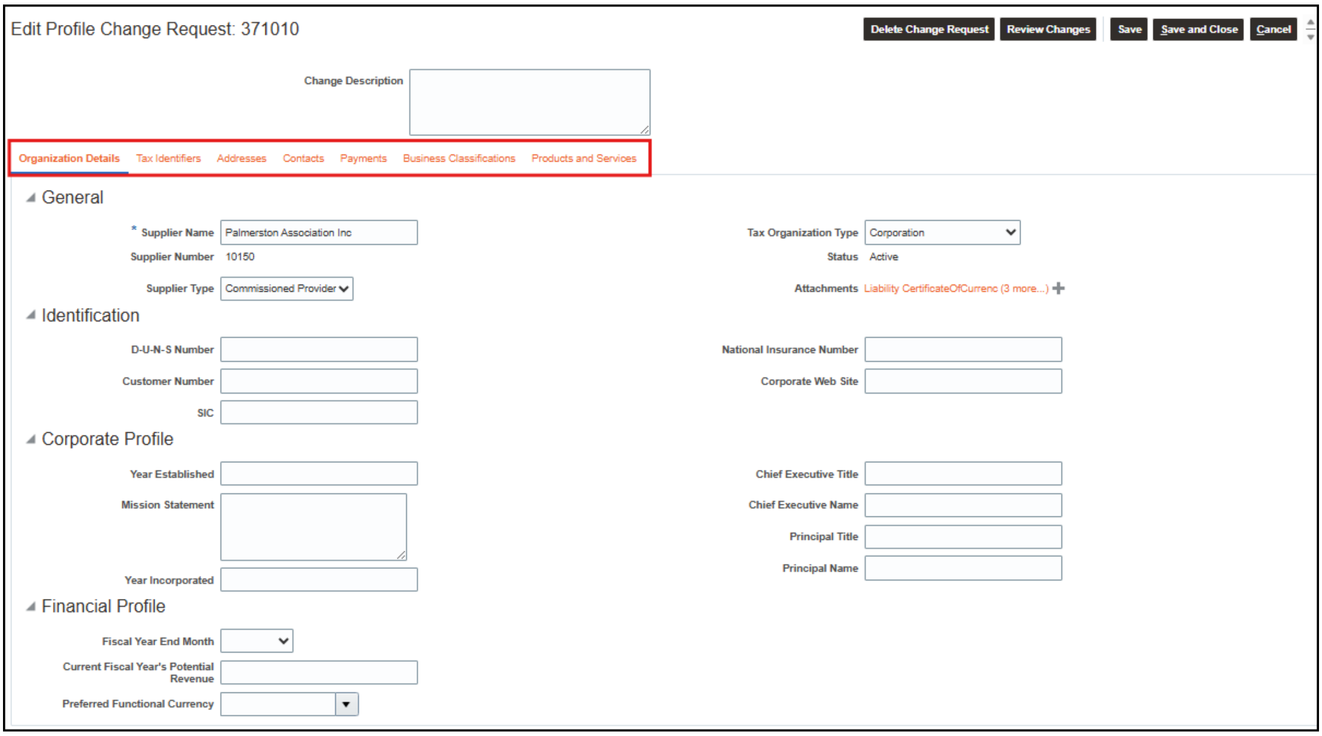
3. Under Company Profile, click **Manage Profile**



4. Click **Edit** button

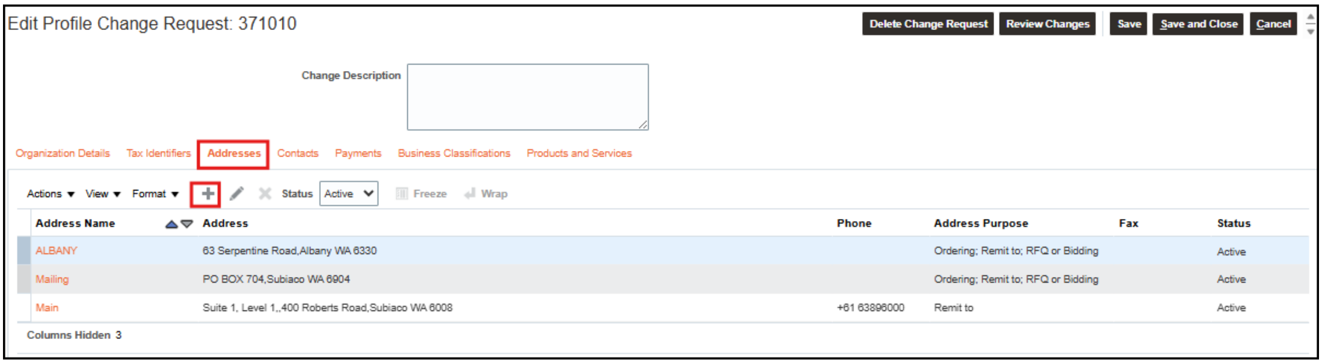


5. Click on TABS to go into different profile areas to update e.g. Addresses, contacts etc



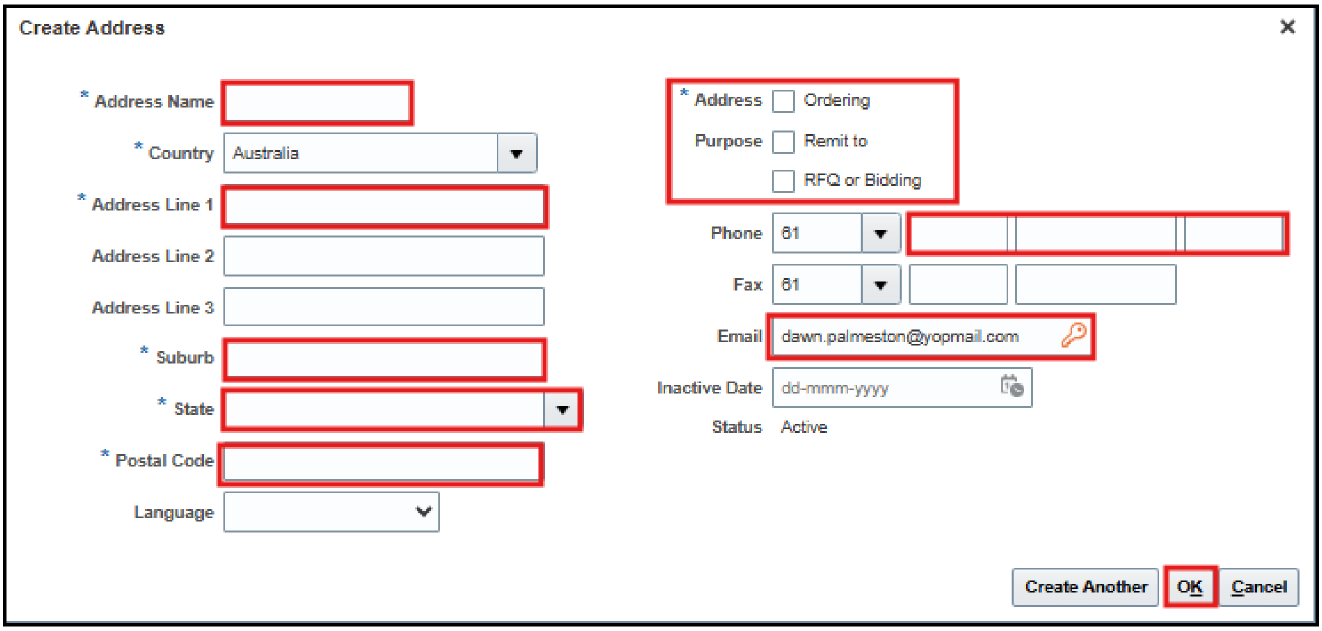
Add another Address/ Site

1. Click **Address tab** and click **+** icon

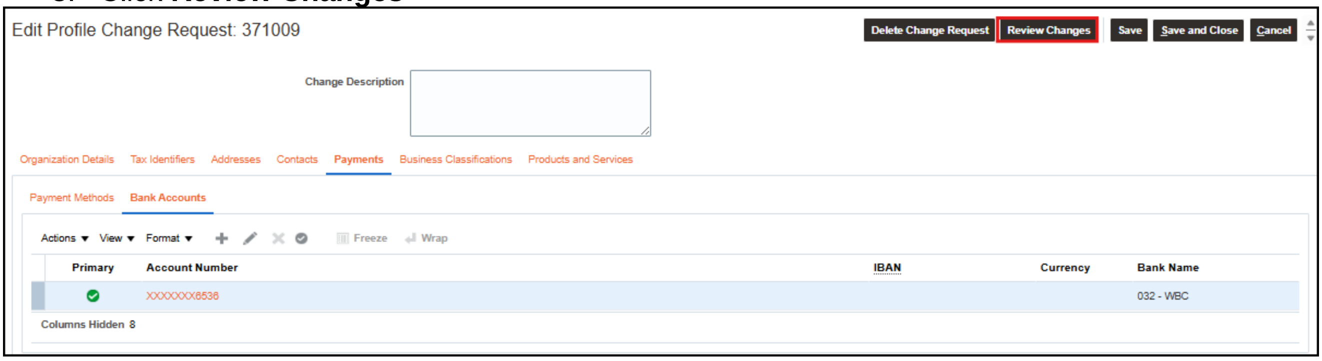


2. Add address details
    - Address Line 1 - Enter organisation name
    - Address Line 2- Enter organisation address
    - Suburb
    - State
    - Postal Code
    - Email - Enter organisation email address
    - Phone - Enter organisation phone number

   Address purpose ‘*Tick all three address purposes to set your registration for all types of future funding opportunities (non-competitive vs competitive)*’
        - Receive Purchase Orders
        - Receive Payments
        - Bid on RFQs
    - click **Ok**



3. Click **Review Changes**



4. Click **Submit**

5. Click Ok

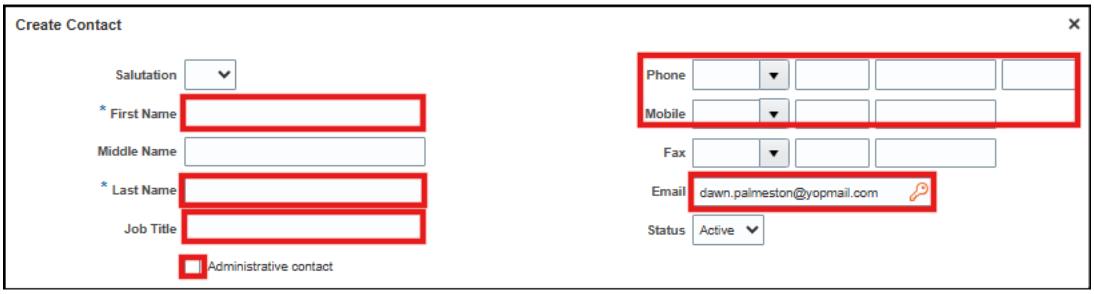
6. Click **Done**

You change request will be reviewed and verified by a WAPHA administrator. A notification will be sent on the portal once approved.

Add another Contact

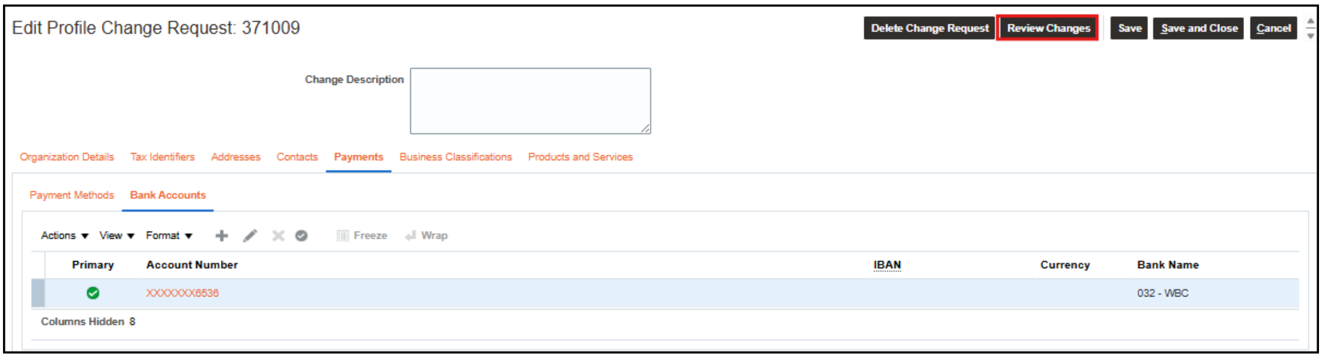
1. Click **Contact tab** and click **+** icon

2. Enter contact details
   - First Name
   - Last Name
   - Job Title
   - Phone or Mobile Number
   - Email Address
   - Administrative Contact - Tick if you would like any new contact/s to be notified about their registration status



Click **OK**

3. Click **Review Changes**



4. Click **Submit**

5. Click **OK**

6. Click **Done**

You change request will be reviewed and verified by a WAPHA administrator. A notification will be sent on the portal once approved.

Frequently Asked Questions (FAQs)

Q. Can I register my business multiple times?
A. You cannot register multiple businesses with the same ABN.

Multiple businesses can be registered, however they must each have a unique ABN. To register multiple businesses under the same ABN, please create multiple addresses (for each business) in the registration process and multiple contacts (if needed).

Please refer to the Register as a Supplier – Multiple Practices manual (found on the Practice Assist website) if you need to register multiple practices.

Q. Can I create multiple addresses?
A. Yes, multiple addresses are allowed (refer to the *Register as a Supplier – Multiple Practices* manual).

Q. Can I create multiple bank accounts?
A. We recommend only one bank account be created. If you have a business requirement to establish multiple bank accounts across different addresses, please contact the grant or program team or practiceassist@wapha.org.au for further queries.

Q. How can I check what type of tax organization I belong to (e.g., sole trader, corporation, individual)?
A. You can determine your tax organization type by following these steps:

1. **Check Your Business Registration Documents**: Your registration documents will typically state whether you are registered as a sole trader, corporation, partnership, etc.
2. **Review Your Tax Identification Number (TIN)**: Different types of organizations have different TINs. For example, sole traders often use their personal tax file number (TFN), while corporations use an Australian Business Number (ABN) or a DUNS number.
3. **Consult the Australian Business Register (ABR)**: You can search the ABR using your ABN to find details about your business structure.
4. **Contact the Australian Taxation Office (ATO)**: The ATO can provide information about your tax organization type based on your tax records.
5. **Check Your Tax Returns**: Your tax returns will indicate your business structure, as different forms are used for different types of organizations.

Q. I have realised I have made a mistake; can I update my details before I submit my registration?
A. Yes, you can navigate back at any stage in the registration process by clicking the relevant section title at the side of the page.

Q. Can I update my details after I have submitted my registration?
A. Once your registration has been submitted you cannot update your submission in ASPIRE. If you do need to make a change, please contact the grant/program team or practiceassist@wapha.org.au for further queries.

Q. Can I save my partially completed registration and finalise it at a later date?
A. Your registration can be saved at any time. Click the 'save' button and close the window, to continue your registration follow the login steps.

Q. How will I know the status of my registration?
A. Once you submit your registration, you will receive an email from evjf.fa.sender@workflow.mail.ap1.cloud.oracle.com advising it has been approved along with portal access details. If you haven't received this email, please check your spam folder for it.

Q. How do I access the system once I have registered?

A. Once your registration has been evaluated and enabled, you will receive an email from evjf.fa.sender@workflow.mail.ap1.cloud.oracle.com with a link to reset your password.

Q. Can I update by business details after my registration has been enabled?
A. When you are registered you will be able to update all your organisation's details except your bank account. To update your bank account please contact the grant/program team or practiceassist@wapha.org.au for an amendment form.

-Ends-